

TIPSS-2 Web Site Update

- **Background**

- Current Site

- Focus on Customers

- Guidance

- Templates

- Helpful Information on TIPSS-2

- Not easy to navigate or find the needed information

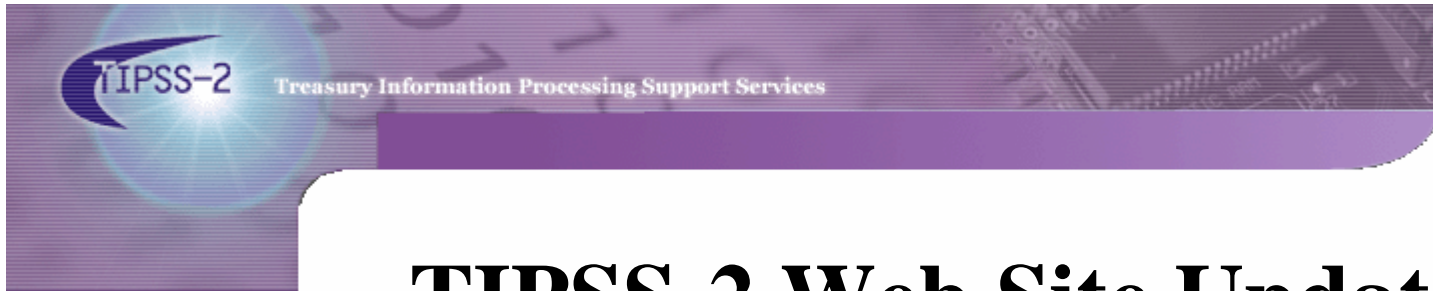
- Recognized the need for improvements

TIPSS-2 Web Site Update

- **Redesign**

- What's New

- Improved Navigation
 - Search Capability
 - Customer Feedback
 - Contractor's Section
 - Task Order Procedures
 - News & Events
 - Help



TIPSS-2 Web Site Update

•Improved Navigation

- Main Menu on left side of each page
- Sub Menus on top of each page
- Search, Help, Home, Contact Us on each page

TIPSS-2 Web Site Update

- **Search Capability**

- Find content by searching on key words or phrases
 - Save time and reduce/eliminate frustration
- Search from any page on site

TIPSS-2 Web Site Update

- **Customer Feedback**

- Customer Satisfaction Survey

- TIPSS-2 Program

- TIPSS-2 Web Site

- TIPSS-2 Goals:

- Greater Customer Satisfaction

- Internal Process Improvements

- Greater Acquisition Efficiency

TIPSS-2 Web Site Update

- **Contractor's Section**

- RFI Status Reports
- Listing of Program Managers
- Listing of Subcontractors
- Information on how to become a TIPSS-2 Subcontractor
- Contractor Feedback



TIPSS-2

Treasury Information Processing Support Services

TIPSS-2 Web Site Update

- **Task Order Procedures**

- Flow Chart of Task Ordering Process
- Description of Pre-Award Activities
- Description of Post-award Activities



Treasury Information Processing Support Services

TIPSS-2 Web Site Update

- **News & Events**

- Calendar of Events

- Newsletter

- News



Treasury Information Processing Support Services

TIPSS-2 Web Site Update

•Help

- A - Z Index
- FAQ
- Links to www
- Contact Us
- Links to All Templates
- Search



TIPSS-2 Web Site Update

- Are we there yet? ... Are we there yet? ... Are we there yet?

August 21, 2001

- We are more Customer Focused than ever!
- This is your web site
- Let us know if it serves your needs